

DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT

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**Low-Income Home Energy Assistance Program (LIHEAP) Service Providers Committee
Meeting
Tuesday, December 7, 2004
Sheraton Gateway at LAX**

1. Call to Order/Roll Call

Chair Lois Carson called the meeting to order at 10:00 a.m., and roll call was taken. A quorum was established.

Campesinos Unidos, Inc.
Central Valley Energy Services, Inc.
Central Valley Opportunity Center
Community Action Agency of Butte County, Inc.
Community Action Agency of San Mateo County, Inc.
Community Action Commission of Santa Barbara County, Inc.
Community Action Marin
Community Action Partnership of Kern County
Community Action Partnership of Orange County
Community Action Partnership of San Bernardino County
Community Enhancement Services
Community Resource Project, Inc. – Proxy
Community Services and Employment Training, Inc.
Contra Costa County Community Services Department
County of Riverside, Department of Community Action
Economic and Social Opportunities, Inc.
Economic Opportunity Commission of San Luis Obispo, Inc.
Economic Opportunity Council of San Francisco
Fresno County Economic Opportunities Commission
Glenn County Human Resource Agency
Kings Community Action Organization, Inc.
Madera County Community Action Agency
Maravilla Foundation
Metropolitan Area Advisory Committee
North Coast Energy Services
Pacific Asian Consortium in Employment
San Joaquin County Department of Aging, Children's and Community Services
Spectrum Community Services, Inc.
Ventura County Commission on Human Concerns
Veterans in Community Services, Inc.

2. Approval of Minutes

The Minutes of the August 25, 2004, meeting at CSD offices were approved. A representative from Fresno noted that they attended the last meeting; however, they were not listed as an attendee.

3. Chair's Comments

No comments at this time.

4. Director's Report

Conference Funding Update

Director Timothy Dayonot reported that California expects to receive approximately \$84 million for LIHEAP, an increase of approximately \$4 million from the 2004 funding level. Emergency Contingency Funding is expected to increase significantly, to \$297 million in 2005, as compared to \$99.4 million in 2004. A very slight increase in DOE is expected, approximately \$25,634 to California. The 2005 Conference figures are after an .83% across-the-board cut to all programs, as contained in the Omnibus bill.

Lois Carson recognized the efforts of David Bradley (NCAF) who advocates on behalf of the States' energy and CSBG funding.

CARE Automatic Enrollment

Tim reported that 30,000 households have been enrolled in the CARE discount rate as a result of CSD's participation in automatic enrollment. While there have been difficulties in implementing automatic enrollment in other State programs, i.e., Healthy Families and WIC, due to concerns about information sharing, Tim has not given up, and will make further efforts to bring them on-board. Tim recognized that CARE enrollment increases California's leveraging dollars, and that the utilities are making significant gains in CARE enrollment.

Naturalization Awards

CSD received \$1.5 million in State funding for its Naturalization Services Program. Grants have recently been awarded and are available to view at the CSD website.

Energy Bears Coloring and Activity Book

Lisa Bell presented the "Energy Bears" book, which was designed by CSD staff to promote simple energy conservation habits in children, who in turn can educate parents about energy saving habits. CSD will be ordering 60,000 copies of the book and distribution to providers (in January) will be based on the LIHEAP three-factor formula. Providers can personalize the book with a label containing local access information. Additional copies can be ordered by contacting Maxine Duruisseau at (916) 341-4272, or mduruiss@csd.ca.gov.

Petroleum Violation Energy Account (PVEA) Funding

CSD is exploring possible opportunities in PVEA funding. Chairperson Lois Carson recognized CSD's efforts in advocating for additional energy dollars to the network.

Elections

Tim mentioned that election of new officers would be held at the next meeting, during the first quarter of 2005.

Provider Question

Cheri Hagen asked Tim if the automatic enrollment reduced the utilities' traditional outreach efforts? Tim responded that automatic enrollment did not reduce the traditional outreach efforts; automatic enrollment is in addition to those efforts.

5. Update on WX Automation Effort

Wendy Wohl gave an update on the first meeting of a subgroup of weatherization reimbursement task force providers, which met to discuss the scope of the weatherization automation project. The group agreed that automation should include weatherization processes at the local level as well as state reporting. The providers agreed that the following system modules should be considered and prioritized:

- Intake process
- Contact management
- Client and household eligibility
- Application tracking w/duplicate checking
- Dwelling data
- Payment status
- Inventory and vendor management
- Job scheduling and costing w/single and multiple funding sources
- Measures and services reporting
- Inspection activity and reporting
- Wireless enabled solution

The subgroup did not agree to participate on the automation task force and asked CSD to solicit weatherization task force members. The following providers agreed to participate: San Mateo (BAPRC), North Coast, Orange County, Central Coast, San Bernardino, Riverside, and Maravilla. Other providers interested should contact Ed Lee at CSD. CSD agreed to pay for provider's travel and meetings are expected to start in February 2005 and be held once per month or every other month. Total project implementation is expected to take two years.

Maria Hayes from Santa Barbara stressed that the task force should carefully consider additional workload that often results from automation and the complexity of designing a system that would meet the diverse needs of providers.

6. Overview of LIHEAP Contract Changes

Jason Wimbley provided an overview of the changes for 2005. The 2005 PY LIHEAP Contract draft was made available to the network via the department's website. Feedback from the network on the new process for releasing the LIHEAP contract electronically was generally positive, and the department plans to utilize this method of electronic distribution for the final 2005 LIHEAP Contract.

Written comments to the draft contract were due December 3, 2005. The 2005 PY incorporates extensive changes in various aspects of the program, including: reimbursement, reporting, weatherization, and ECIP. Jason encouraged contractors to view 2005 as a transitional year. The department will offer additional latitude this year to allow contractors time to adapt to these changes. Extensive training will be provided at the upcoming workshops in January and February. If providers encounter any difficulty or need additional technical assistance, providers should contact the department immediately and ask for assistance.

CSD received many comments on the draft contract – primarily in the area of reimbursement and clarification of newly proposed programmatic provisions. Jason described the highlights:

Dwelling assessment/diagnostic testing

Modified language to allow reimbursement to contractors for performing dwelling assessment and diagnostic tests in units where conditions prevent the installation of additional measures to qualify as a completed unit.

Subcontracting

Incorporated the definition of subcontractor as "an individual or business contracting to perform all or a portion of services covered under this agreement." Also, explained that language will be added to allow providers to propose an alternate labor rate for support function costs that are sometimes incurred in coordinating subcontractor's weatherization services.

Procurement

Further clarified processes for procurement of supplies, equipment, or services in excess of \$2,500.

Travel Reimbursement

Added clarifying language that contractors can claim travel surcharge (trip reimbursement) under both weatherization and ECIP HCS (formerly ECIP FR&R) for units receiving services under both programs. In addition, added mileage reimbursement for weatherization of multi-unit dwellings.

Excess Revenue

Incorporated the definition of Excess Revenue as, "the difference between total actual LIHEAP revenues, less the total actual LIHEAP costs." Deleted requirement to expend excess revenue within three years.

Measure Reimbursement Rates

Based on Contractor comments, the department is evaluating the reimbursement rates for microwaves, ceiling insulation, and gas water heater replacements.

Post Weatherization Inspections

The 15-day provision will be omitted and modified to require Contractors to perform post inspections on 25% of completed units by reporting period.

Documentation Requirements

Language modified to require that Contractors maintain supporting documentation, i.e., job orders, payroll records, etc. to substantiate the billing of labor hours.

Friday, December 17, is the target date for release the 2005 LIHEAP Contract. The contract will be made available via the department's website, and the cover letter will outline instructions for downloading and returning the contract for execution.

A provider asked whether the contract provisions take precedence over the Weatherization Installation Standards (WIS) and Weatherization Policies and Procedures field manuals.

Jason acknowledged that there are some inconsistencies between the contract and field manuals. CSD is in the process of updating the field manuals and hopes to complete the updates by the 1st

quarter of the year. In the interim, inconsistencies will be addressed in policies within the contract cover letter. In the event issues arise during the RHA field inspection visits, contractors should contact CSD's weatherization technical assistance line at (866) 860-9249.

7. Plans for 2005 Workshop

Wendy Wohl explained the difference between the Regional Workshops and the Sub-Regional Workshops. Essentially, the Regional Workshops are targeted for executive directors, board members, and program managers and will answer the "What and Why" questions about program changes and requirements. The Sub-Regional Workshops are targeted for program staff, intake/outreach staff, crew members, fiscal staff and program managers (if they choose) and will answer the "What and How" questions about program changes and requirements. A draft agenda of proposed topics for both workshops was distributed. A final agenda will be distributed to all providers in a few weeks. Wendy reminded providers to get their reservations in quickly and to make necessary changes to participants and workshops if necessary.

8. Update on PG&E Issues

Tim is in the process of organizing a meeting with Duane Larson of PG&E to discuss provider's concerns with shut-off processes and Energy Partner contracts. Providers will be contacted soon with the meeting date.

9. Governor's Proposed Health and Human Services Department

Lois Carson reported that, under the California Performance Review (CPR), CSD would be consolidated within the Social Services division. Lois has met with both Denise Ducheny and Brulte's offices to discuss the importance of keeping CSD as a separate department, and she said she would like it to be given a status similar to the First Five, which reports directly to the Secretary. She mentioned that Tom Tenorio and Lisa Tadlock both testified to the CPR on the importance of CSD and its services to the poor, and the need to maintain a prominent status.

10. Old Business

None.

11. New Business

Marie Hayes mentioned that Rita Madden's (Community Action Commission of Santa Barbara) husband suffered a major heart attack the evening of Rita's retirement party. Regards can be emailed to Rita at rmadden@cacsb.com, as she transitions to retirement. Fran Foreman, Headstart Director, has been named Executive Director, and will begin in that capacity in mid-January.

12. Adjournment

Chair Lois Carson adjourned the meeting at 11:45 a.m.